

Order Center



Vaccine Availability
How To Order Vaccines
When To Order Vaccines
Ordering Direct Ship Vaccine
Missing or Incorrect Shipments
Vaccine Holds

Vaccine Availability

The Centers for Disease Control and Prevention (CDC) negotiates vaccine prices with manufacturers every three months. As a result, a particular brand of vaccine may not be available every time you order. The VVFC office will make every effort to stock each vaccine brand the CDC makes available. Often when the VVFC office does not have a particular brand of vaccine available, it is due to constraints and limitations imposed by CDC. If this occurs, the VVFC office will send your facility an alternate interchangeable vaccine from a different manufacturer.

How To Order Vaccines

As a new VVFC member, you are sent a copy of our latest order form which is used to order vaccines from VVFC. Periodically, this form is updated to reflect the latest changes in stock and mailed out to providers. Using the most updated order form from our website will help the VVFC Order Center to correctly identify the vaccines you want in the package sizes available, and to more quickly and efficiently process your order. The revision date can be found in the lower right hand corner of the Order Form.

Vaccine orders can be mailed, faxed (804-864-8090), emailed (vvfc@vdh.virginia.gov), or phoned in (1-877-781-VVFC). During holiday periods, our order processing and delivery schedule may change. Usually vaccines are not shipped the week of Thanksgiving and the weeks of Christmas and New Year's Day.

It is simple to fill out the order form, but a few things are essential.

1. First, fill out **all** of the information at the top of the order form - your **PIN** number (practice identification number), practice name, contact person, address, phone number, fax number, email address, and shipping instructions.
2. Let us know if any information has changed by circling the new information.
3. Write in the number of doses needed, keeping in mind that we cannot send partial packages (i.e. if the vaccine comes in a 5 dose vial you need to order 5, 10, 15, 20 doses etc).

VVFC will monitor requests and may adjust orders according to enrollment. With vaccines that are particularly expensive or in short supply, we do reserve the right to send less vaccine per order. This helps to equally distribute limited vaccine product among providers, as well as minimize loss of vaccine through shipping or storage errors.

Every effort is made to honor your preferences in vaccine brand; however, we may substitute vaccine brands due to availability.

VVFC COVERED DISEASES/ VACCINES

Diphtheria
Hepatitis A
Hepatitis B
Hib
HPV
Influenza
Measles
Meningococcal
Mumps
Pertussis
Pneumococcal
Poliomyelitis
Rotavirus
Rubella
Tetanus
Varicella

All pediatric vaccines required by the Code of Virginia may be ordered through the VVFC Program.



Order Center

When To Order Vaccines



If your facility has adequate storage facilities, no more than an estimated three-month supply of VVFC vaccine should be maintained. It is not always possible to accommodate rush orders so it is important to take inventory of your stock and order accordingly. If your storage facility is too small to accommodate a three-month supply of vaccine, contact your VVFC consultant.

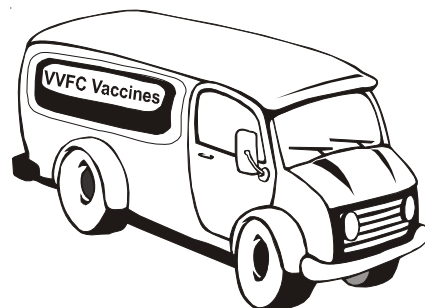
It is suggested that you do not wait until you are almost out of vaccine before ordering. Place another VVFC order when you have **three weeks** of inventory on hand. Do not order vaccine if your facility is going to be closed for a holiday or an extended vacation. It is your responsibility to let VVFC know if your practice is going to be closed or if there has been a change in your business hours or delivery information. Any vaccine spoilage that occurs as a result of an undeclared vacation or practice closure will be counted against a provider's wastage history.

Ordering Direct Ship Vaccines (Varicella & MMRV)

Direct ship vaccines are ordered using the same form as other vaccines. The special shipping and storage conditions associated with these vaccines require them to be shipped directly from the manufacturer (Merck). They will arrive separately from the rest of your order, 2-3 shipping days later in dry ice. To check on a Direct ship order, follow the same procedures as you would for other VVFC vaccines by calling the VVFC Order Center. Your facility should have procedures in place for immediate receipt and storage of these vaccines due to their temperature sensitivity.

Missing or Incorrect Shipments

If your vaccine does not arrive in 7-10 business days after you have submitted your order, call the VVFC Order Center. **If you receive an incomplete or inaccurate order, please contact the VVFC Order Center immediately.** It is recommended that you keep your shipping invoices on hand. Check the invoice, delivery date, and your order to see if they are correct. You may be asked to check your stock by lot number to make sure you did not overlook receiving the order. If that is not the case, we then track your order. Once that process is complete, we can reorder stock if needed for delivery in the next order cycle.



Vaccine Holds



If your facility has been identified as having inadequate storage facilities, an inordinate amount of vaccine wastage, or another severe program violation, a temporary hold on vaccine ordering may be activated. The vaccine ordering hold will be lifted once arrangements to correct the problem have been made. Your practice must contact the VVFC office to lift your vaccine ordering hold.